



June 2, 2017

Attention: Mazda Dealership General Managers, Service Managers, and Parts Managers
SUBJECT: Safety Recall 1117E 2004 RX-8 Front Lower Arm Ball Joint Crack

Dear Mazda Dealer,

On June 1, 2017, Mazda Motor Corporation has decided to conduct a Voluntary Safety Recall Campaign on certain 2004 RX-8 vehicles built from April 23, 2003 through May 7, 2004.

Concern Outline:

On affected vehicles, the front lower arm ball joint may have a crack resulting in loss of steering control. There are 35,025 vehicles in the United States affected by this Safety Recall.

Affected Information:

Model	Build Date Range
All 2004 RX-8	From April 23, 2003 through May 7, 2004

Customer Notification:

Customers of subject vehicles will be notified by first class mail on July 31, 2017.

Additional Information:

At this time MNAO has a limited supply of parts to complete emergency repairs. Please contact the DAG to obtain parts for these emergency repairs. A VIN will be required for each order. While waiting for your parts order to arrive, please provide the customer a MCVP vehicle or Rental vehicle if needed.

Vehicles affected by this Safety Recall will appear in a 'Not Launched' status on eMDCS until the recalls are launched.

Additional details, including parts and warranty information, and repair instructions, will be provided later this month.

To help you effectively perform this Safety Recall Campaign, Mazda has developed the following resources:

1. For technical assistance, contact the Technical Assistance Hotline at (888) 832-8477, Option 3.
2. For warranty questions, contact the Warranty Hotline at (877) 727-6626, Option 3.
3. For parts questions, contact the Corporate Dealer Assistance Group at (877) 727-6626, Option 2.

Please make certain the appropriate personnel in your dealership are aware of these resources and are familiar with the details of this program before responding to customer inquiries.

We apologize for any inconvenience this Safety Recall Campaign may cause you and your customers. Your understanding and support in carrying out this program is greatly appreciated.

Because Driving Matters, Safety Matters. Your safety is important to Mazda.

Mazda Technical Services

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